

Eden Park Surgery

Inspection report

194 Croydon Road
Beckenham
BR3 4DQ
Tel: 02086501274

Date of inspection visit: 9 January 2024
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good



Are services responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of Eden Park Surgery in relation to the responsive key question. This assessment was carried out on 9 January 2024 without a site visit. We rated the key question of responsive as Good.

As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for Eden Park Surgery on our website at www.cqc.org.uk

Why we carried out this assessment

This inspection was a targeted assessment of the key question of responsive.

How we carried out the assessment

This inspection was carried remotely. This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.
- Speaking to members of the Patient Participation Group (PPG).

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried the assessment
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- Patients could access care and treatment in a timely way.
- National GP patient survey results relating to access were above national averages.
- The provider had systems in place to monitor patient feedback and identify areas for improvement. Improvement plans were implemented in response to these activities.

Overall summary

- The provider had identified complaints that had not been appropriately logged or responded to in a timely manner. We saw evidence at that this shortfall had been addressed and complaints were being logged and satisfactorily handled at the time of this assessment.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to monitor and review the practice complaints process to ensure it remains effective.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Eden Park Surgery

Eden Park Surgery is located at 194 Croydon Road, Beckenham, BR3 4DQ.

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, family planning and treatment of disease, disorder or injury.

The practice is situated within the NHS South East London Integrated Care Board (ICB) and delivers Personal Medical Services (PMS) to a patient population of almost 9,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the ninth decile (9 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 7% Asian, 76% White, 8% Black, 6% Mixed, and 3% Other.

The practice is open between 8 am to 6 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access appointments were available via the PCN until 8pm on a Tuesday and between 8am and 12pm on a Saturday.